

TABLE NO:



STUDENT ID NO

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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 3, 2017/2018

### PGD0015 – GROUP DYNAMICS

(All Sections / Groups)

1 JUNE 2018  
3.00pm-5.00pm  
(2 Hours)

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#### INSTRUCTIONS TO STUDENT

1. This question paper consists of 10 (**TEN**) pages.
2. Answer **ALL** questions and write your answers in this **question paper**.
3. Write down the number of questions answered in the table provided.
4. This question paper is **NOT** allowed to be taken out of the examination hall.

STUDENT ID	:	
COURSE	:	
LECTURER	:	
GROUP (IF APPLICABLE)	:	
VENUE	:	

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QUESTION	MARKS
<b>TOTAL</b>	

**EXAMINER AUTHORISATION: Tick (✓) in the appropriate box.**

<input type="checkbox"/>	All written pages have been checked.
<input type="checkbox"/>	All marks have been calculated correctly.

Examiner 1:	<input type="text"/>	Signature and Date:	<input type="text"/>
Examiner 2:	<input type="text"/>	Signature and Date:	<input type="text"/>

### STRUCTURED QUESTIONS [50 MARKS]

**Instructions:** Answer ALL questions. Write your answers in the question paper.

### Question 1 [15 marks]

- a. Provide 3 (THREE) importance of 'GROUP'. Explain your answers.

(6 marks)

[illegible]

Continued...

- b. List Tuckman's 5 (FIVE) stages of Group Development in Figure 1. Choose 2 (TWO) of the stages and explain by giving examples and relating them to your group experience.

(9 marks)

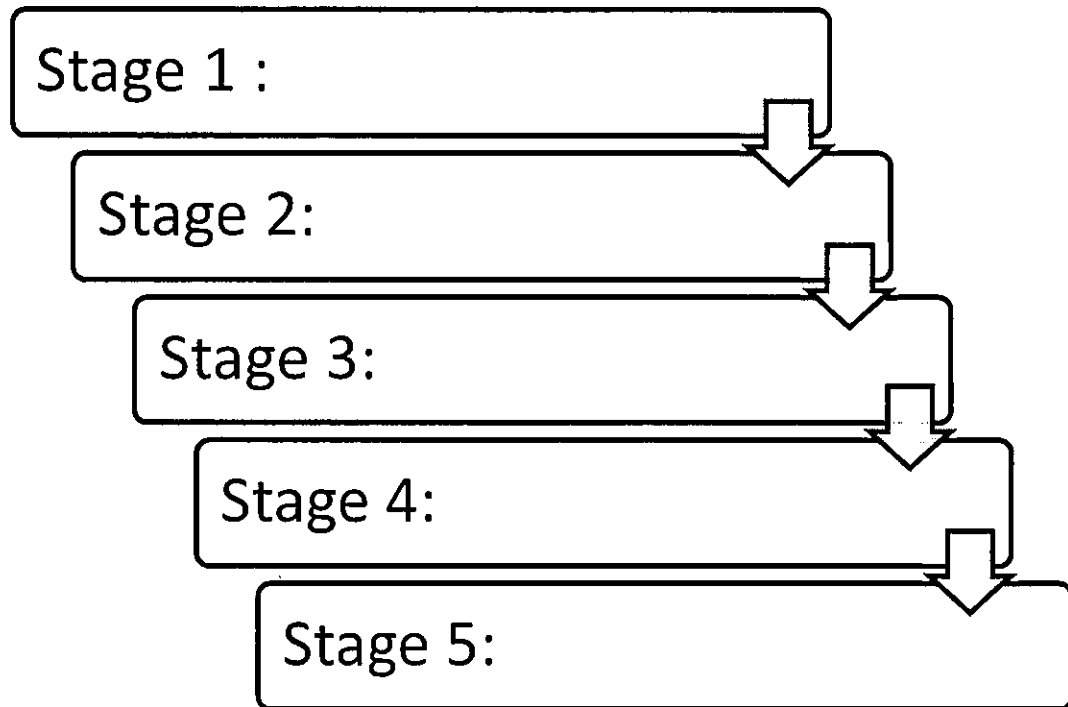


Figure 1: Tuckman's Group Development stages (1965)

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\*This question paper is CONFIDENTIAL and may not be taken out of the room at any time.



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b. List Kolb's 4 (FOUR) stages of Experiential Learning Cycle in Figure 3 below.

(4 marks)

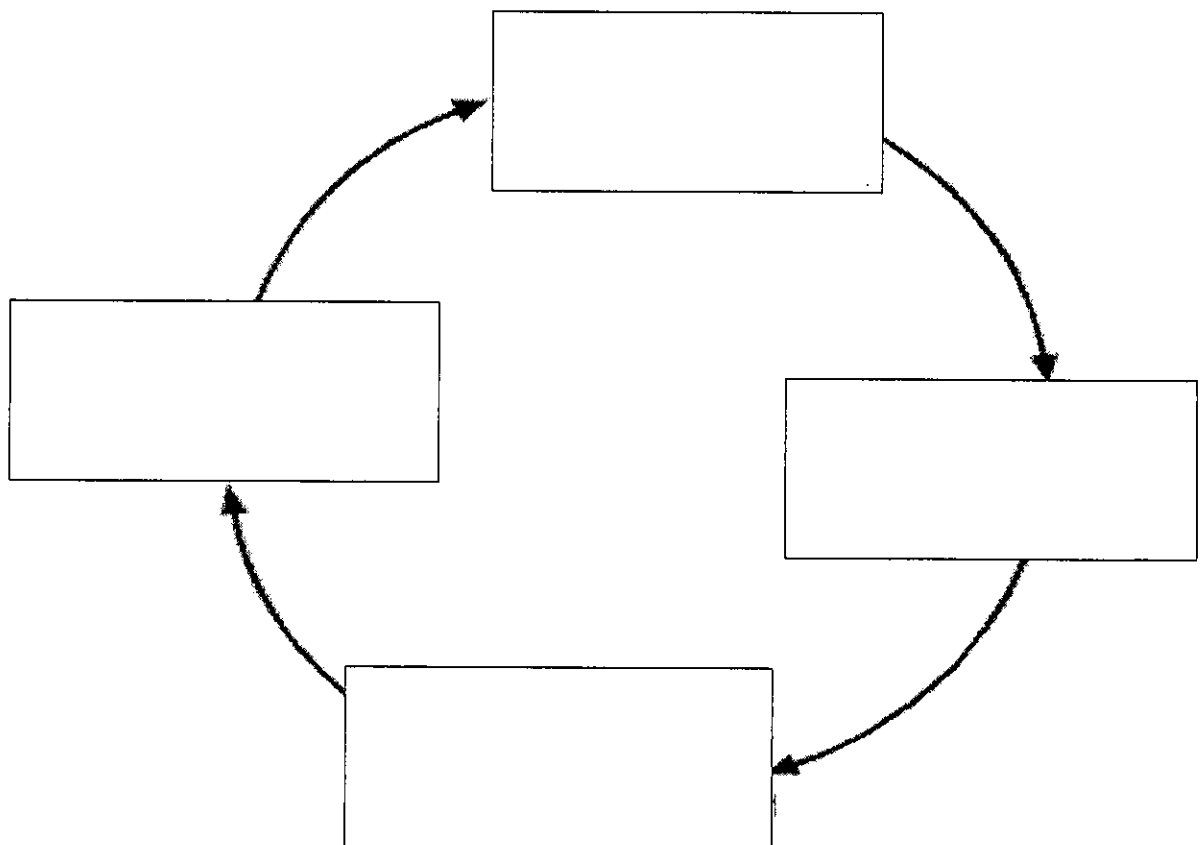


Figure 3: Kolb's 4 stages of Experiential Learning Cycle (1984)

Continued...

### Question 3 [15 marks]

- a. You are the newly appointed group leader for the Group Dynamics subject. Your members comprise of 6 students with different backgrounds. As a leader, suggest and explain 3 (THREE) immediate action-plans that you would undertake to bring your team-members together, in order to complete the tasks given by your lecturer. (9 marks)

[illegible]

**Continued...**

[illegible]

**Continued...**

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b. List 2 (TWO) Leadership Theories.

(2 marks)

i. \_\_\_\_\_

ii. \_\_\_\_\_

c. There are various leadership styles, which influence how things are said and done. In your opinion, which is the most effective leadership style? Explain your answer.

(4 marks)

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**Continued...**

**Question 4 [4 marks]**

When you are engaged in a conflict, there are 2 (TWO) key concerns that must be addressed before choosing the suitable conflict strategies. Identify the 2 (TWO) key concerns and explain how they are related in choosing a conflict strategy.

(4 marks)

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**Question 5 [6 marks]**

Answer the below questions related to group performance and its effect to individual.

- a. What is the term used for people that would likely become more aggressive when they feel more anonymous within a crowd?

(1 mark)

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- b. Sham, the leader of Group Smiley, had observed that his members perform better when each member is given individual task as compared to when a task is given to the whole team. What is this situation known as?

(1 mark)

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- c. What is known as the tendency to increase performance in the presence of others?

(1 mark)

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- d. What is known as a situation when group members make irrational decisions together?

(1 mark)

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- e. What is Social Loafing? Provide 1 (ONE) way on how it can be minimised in a group.

(2 marks)

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**End of Paper.**